

Director, Claims

HSB BI&I is a leader in providing specialized equipment breakdown insurance. We provide insurance and reinsurance to Canadian and global businesses through our coast to coast network of offices, 4,000 independent insurance brokers and over 50 major insurance companies. HSB BI&I is a member of the Hartford Steam Boiler Group and part of the global Munich Re Group of Companies.

- We have over 140 years of experience and through our modern systems and practices remain unsurpassed in meeting our customers' needs.
- You can become an expert in your field while enjoying a healthy work/life balance and a collaborative, friendly atmosphere in our offices.
- We offer a comprehensive benefits program to our employees.

We invite you to learn more about us at our website: <https://www.munichre.com/HSBBI>

Primary Objectives:

We are currently seeking a talented, motivated and dynamic senior leader who will provide leadership, direction and subject matter expertise to the Claims team. The Director, Claims will be responsible for the implementation of the strategies, systems and processes required to assure quality and performance to overall claims and client management.

The position is a leadership and decision making role responsible for training and developing a high functioning Claims department that ensures and strives upon efficiency, quality, service excellence and customer satisfaction.

Situated in our Head Office in downtown Toronto and reporting to the Vice President, Claims and Engineering, the Director, Claims will strengthen HSB BI&I's claims capabilities by ensuring consistent quality, streamlining processes and continually pursuing added value for our customers.

Responsibilities:

- Implements strategies and oversees day to day operations of the department.
- Advises on claims matters such as: policy interpretation and settlement negotiation to help resolve claims-related issues.
- Reviews & participates in projects to optimize and enhance internal handling systems, organizational performance, product development, and reporting within HSB Group.
- Coaches teams in professional development, work allocation, problem resolution, performance evaluation, and related supervisory activities.
- Proactively collaborates with peers towards cross-departmental initiatives and fulfillment of the company's strategic objectives.
- Ensures that service levels to internal and external customers are in accordance with company/departmental strategies and initiatives.

- Understands and applies best business practices towards compliance, internal control and operational risk controls in accordance with national standards and regulatory standards and policies.
- Monitors large/complex losses, providing input and direction as required.
- Maintains up to date knowledge of legal and regulatory changes as they relate to insurance.
- Utilizes Key Performance Indicators to prioritize improvement efforts.
- Performs other related duties as assigned.

Qualifications:

- University Degree; CIP/FCIP designation completed or in process.
- 10-15 years of experience in commercial property claims.
- 7-10 years of proven leadership and people management experience.
- Exposure to Equipment Breakdown is an asset.
- Technical background and/or education; familiarity with electrical, mechanical, pressure equipment or exposure is an added bonus.
- Experience with litigation and subrogation.
- Ability to interpret established policies (wordings) and apply discretion within authority limits.
- Knowledge of IBNR and reserves practices.
- Strong business acumen.
- Excellent interpersonal and leadership skills.
- Effective mentoring/coaching capabilities.
- Excellent communication (both oral and written) skills.
- Bilingualism (English / French) is an asset.

Creating and maintaining a work environment that promotes respect, diversity and dignity is important to us. We strive for equality in our workplace, to eliminate employment barriers, and promote a workplace based on principles which align with our company values and promote positive employee practices.

Candidates requiring accommodation during any stage of our selection process should advise us of this; we will strive to work with individuals to find a suitable means to meet their needs.

If you are interested in applying for this position, please quote Job Reference **CD0719-BW** and send a covering letter along with a resume to: hr@biico.com.

We thank all candidates for their interest; however only those selected for interview will be contacted.